Automation

Service Name: Army Blackberry/PDA Support

1. Service Description: The Fort Detrick DOIM provides Blackberry Enterprise Server (BES) to Army customers to allow secure access to the Fort Detrick email via the Blackberry wireless communication devices. This service will allow user access to email within the Blackberry wireless network coverage area.

2. DOIM Responsibilities:
   a. Supplier will maintain Blackberry Enterprise Server (BES)
   b. Supplier will test software updates.
   c. Supplier will provide Receiver with Standard Operating Procedures on each Blackberry device utilized by customer.
   d. Supplier will provide Receiver 4 hour response to Blackberry issues or requests after being notified by the CSC of a request for service

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Receiver will notify the Supplier as soon as possible on issues or problems that arise
   d. Receiver will provide Supplier with Blackberry Enterprise Server licenses.
   e. Receiver will provide Supplier with Itrezzo software to receive attachments from email.
   f. Receiver will provide wireless airtime to include phone support maintenance contract.
   g. Receiver will supply all Blackberry devices necessary for users to utilize wireless network capabilities.
   h. Receiver will use the Blackberry for official Government business only.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*